Hillingdon Shopmobility Assistant

Hillingdon Shopmobility is a volunteer-run charity that helps people with restricted mobility enjoy greater independence and freedom.
We provide the hire of mobility scooters, powered wheelchairs (powerchairs) and manual wheelchairs, enabling people to access the shops and facilities in the Uxbridge shopping area with greater ease and confidence.
Our service supports people with both permanent and temporary mobility difficulties. Whether someone needs equipment for a few hours while shopping or for a longer period, we aim to help them maintain their independence and enjoy life to the fullest.
Mobility scooters and manual wheelchairs are available for daily use in Uxbridge, while travel scooters and manual wheelchairs can also be hired for extended periods.
You do not need to have a permanent disability to use our service. We welcome anyone who experiences restricted mobility and would benefit from using our equipment.
As a charity run entirely by volunteers, we rely on the kindness, commitment and enthusiasm of our volunteer team to keep this valuable service running and make a real difference to people's lives.

The role:

As a volunteer, you will help us provide a friendly, reliable and inclusive service to members of the public. Duties may include:

1. **Welcoming and assisting customers** – dealing with general enquiries politely, helpfully and courteously, ensuring a high standard of customer care.
2. **Taking bookings** – handling equipment bookings face to face and over the phone, ensuring everyone is treated fairly, with dignity and respect.
3. **Registering and assessing new customers** – completing registration forms, identifying customers' needs, helping to select suitable equipment and providing an introductory training session.
4. **Issuing equipment** – handing over mobility scooters and wheelchairs, making any necessary adjustments, collecting fees and keeping accurate records.
5. **Assisting with breakdowns** – collecting a scooter from the shopping centre in the rare event of a breakdown.

6. **Delivering equipment locally** – taking scooters and wheelchairs to agreed local collection or delivery points, such as Dial-a-Ride or the railway station.
7. **Helping with car park enquiries** – assisting customers and members of the public with questions about the car park.
8. **Looking after the equipment** – helping to keep scooters and wheelchairs clean and carrying out minor maintenance or repairs, where appropriate and where you have the necessary skills.

Can I volunteer if I cannot do everything? Absolutely!
We welcome volunteers with different abilities, skills and levels of experience. You do not need to be able to carry out every task to be part of our team.
For example, if a disability or mobility difficulty prevents you from delivering equipment, you could help with reception, bookings, telephone enquiries or customer registration.
Full training will be provided, and previous experience is not essential. Computer skills are not required, although they would be an advantage.
The most important things are a friendly attitude, a willingness to help and a desire to make a difference to our customers.

Commitment:

We ask our regular volunteers to commit to a minimum of **half a day a week on a set day**, so we can plan ahead and provide a consistent service.
We understand that not everyone can make a regular commitment, so we also offer **"Friends" roles** for those who would like to support us more flexibly, whenever their time allows.
Whether you can offer a regular half-day or just the occasional helping hand, we'd love to hear from you!

Could I volunteer?:

This role will suit almost anyone looking for a fun, rewarding and satisfying volunteer role. It could be ideal for:

1. **A retiree** looking to stay active, meet people and share their skills and experience.
2. **Someone working from home** who would enjoy a change of environment. We have Wi-Fi!

3. **Another charity or organisation** looking to share premises, resources and ideas.
4. **Someone between jobs or recently made redundant** who would like to stay active, meet people and develop new skills.
5. **A young person or adult looking for paid employment** who wants to gain valuable experience, build confidence, develop transferable skills and strengthen their CV.
6. **Someone returning to work** after a career break who would like to rebuild confidence and gain recent experience.
7. **Anyone who wants to give something back to their community**, meet new people and make a real difference.

We welcome applications from people of all ages and backgrounds who want to make a difference in their community.
You don't need previous experience to become a volunteer.
With full training and a variety of roles available, there may be a place for you on our team.
Why not take the first step towards becoming a Hillingdon Shopmobility volunteer?

Other:

A DBS is not currently required for this role.
Full training provided.
Computer skills an advantage but not essential.
There is a fully functioning kitchen available for use.
There is a disabled adapted WC available for use.

To apply:

- Visit volunteering | Volunteer Hub | H4ALL and download or print an application form OR Email volunteerhub@h4all.org.uk to request an application form to be sent to you by email or post
- Send your completed form by email to volunteerhub@h4all.org.uk OR post to H4ALL, Volunteer Development Team, Key House, Yiewsley, UB7 9BQ
- Call 01895-676-111 to speak to a member of the H4ALL volunteering team in person